



Coming Soon: The Portal Will Have a New Look and Features

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The Multifamily Customer Portal will be getting a new interface and a more modern look and feel! In order to prepare for the new user interface and new features, the **Multifamily Customer Portal** will be unavailable from **March 20 at 4:00 p.m. to March 29**. The Minnesota Housing team will continue to have access to all of the files previously uploaded to Portal, and you will still be able to send documents via email to staff while we perform these upgrades. This system upgrade process does not affect previously scheduled closings or project reviews. Please reach out to your Minnesota Housing staff contact with any questions.

Things to Remember:

- **Send files via email.** Actively working on a closing? Our staff is still here to help! Email files to us directly while the Portal is offline.
- **[Download Google Chrome](#).** The recommended browser for the new user interface is Google Chrome. Learn more about [supported browsers](#).
- **Stay tuned for more information.** Watch for additional details in the coming weeks, including the full list of new features and training resources. These upgrades will position us for a stronger platform with better features to manage and close projects with you!

New Feature Highlights

Check out some of the new features we will be rolling out.



- **Chatter Notifications.** Do chatter messages get lost in your inbox? Ever wish you could see what chatter messages you've received since you last logged in to the Portal? The new interface has notification alerts that allow you to quickly see your chatter messages.
- **Drag and drop files.** The newer interface allows you to drag files from your desktop and drop them onto the page rather than having to upload each file. This will save time and the number of clicks!
- **On-screen Guidance.** Do you get lost on pages and wish there were an easier way to access Portal resources? We are rolling out On-Screen Guidance. Get tips and access topic-specific user guides when you need them.
- **Checklist Set-up.** We are rolling out a simpler way to set up your checklists. Rather than clicking into each checklist to identify your project characteristics, you'll be able to set it up or make updates in one spot.

Thank you for your patience and continued partnership while we upgrade our systems.

Questions?

Contact mhfa.app@state.mn.us.



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